



SIM 00 05 20

2021-09-01

TECHCONNECT APP Version 2.1.0(iOS) 2.1.1(Android) Released

This Service Information Bulletin (Revision 8) replaces SI B00 11 20 **dated July 2021**.

What's New:

- Channel Subscription Menu
- Updated User Profile information
- Added ability for user to share post contents via email
- Direct Messaging between Technician and Post Authors
- Improvements to Push Notifications

MODEL

ALL

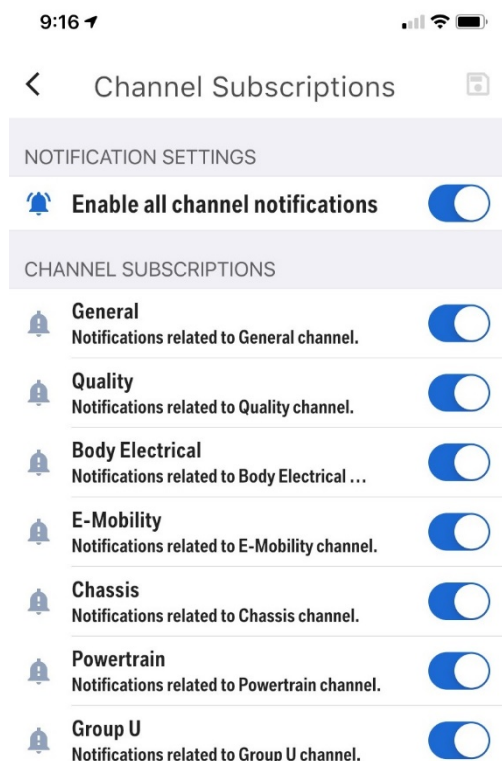
SITUATION

TechConnect version 2.1.0 is now available in the Dealer APP Store (iOS), or version 2.1.1 Google Play Store (Android).

What's new in this release:

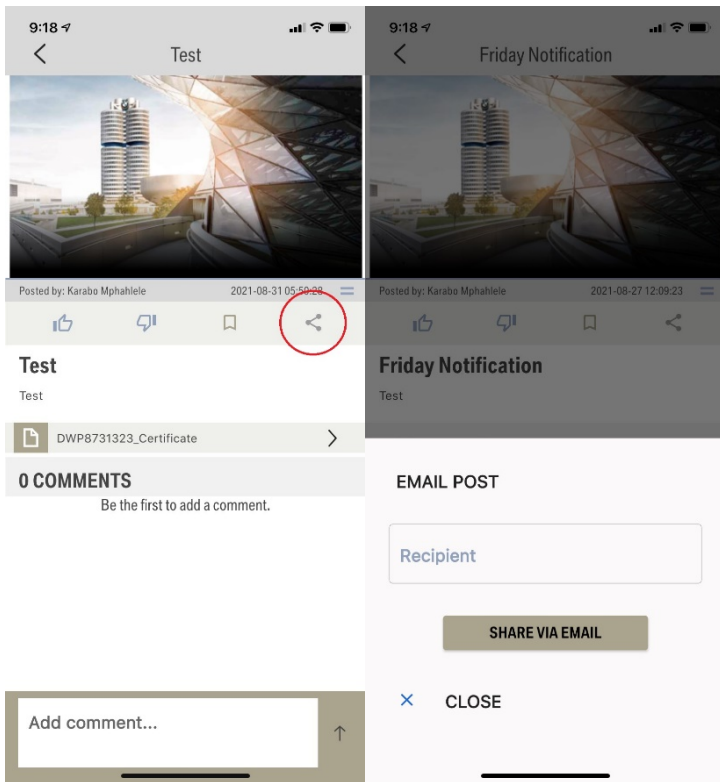
Channel Subscription Menu:

The Channel Subscription Menu allows you to enable notifications for all/no channels or a custom combination:



Post Content Sharing:

Content Sharing allows you to email a post(and attachment if available) to others.



Direct Messaging between Technician and Post Author:

When a user comments on a post the author can either provide a public reply visible to all or send a private message directly to the user.

Information about Biometric Login:

The biometric login function allows you to use fingerprint ID or face recognition to log into the app. Functionality and availability is based on your specific mobile phone.

New Login Screen Layout:



User Name

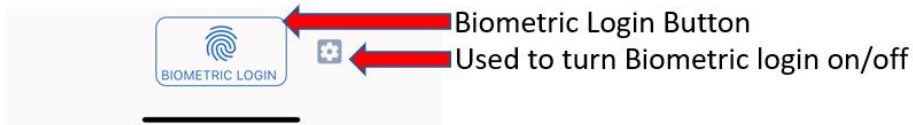
Password

LOGIN

STRONG AUTHENTICATION

[Reset Password](#) | [Change Password](#)

Please do not save this page in your bookmarks/favorites. If you want to save the requested page in your browser, please log in first.



After you install the update, you will be asked to type in your S-Gate user ID and password.

10:12

TECHNICIAN ...

Supported

techmobile.app

.....

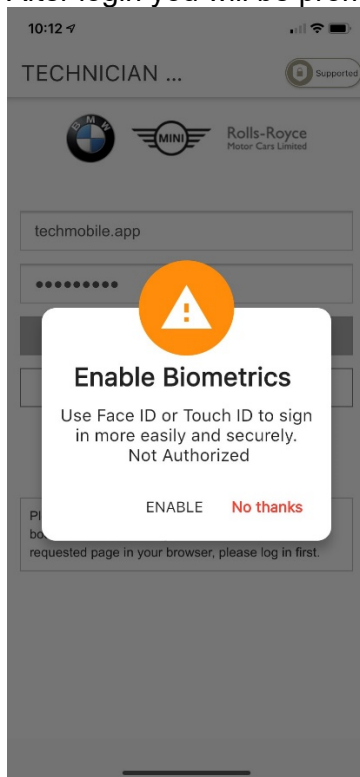
LOGIN

STRONG AUTHENTICATION

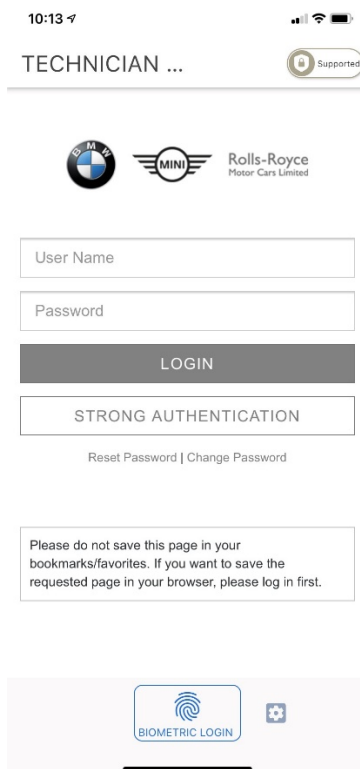
[Reset Password](#) | [Change Password](#)

Please do not save this page in your bookmarks/favorites. If you want to save the requested page in your browser, please log in first.

After login you will be prompted to enable biometric login.



From this point forward you can use the biometric login button for future login to the app.



Note about password changes in S-Gate:

If you change your S-Gate password you must input the new password into the app. Once you do this it will update your biometric profile.

Note about cross application linking within the app:

The app contains links to other systems such as TIS, TSARA, and AIR. These links were made available as requested by you, our users. While we have developed our in-app browser to provide the best user experience possible it must be noted that some apps, such as AIR are not designed for mobile use so functionality may be limited. This is not a fault or bug with the app.

Installation / Update of the App**Android Users:**

Download the app directly: <https://play.google.com/store/apps/details?id=com.bmw.technicianconnect>

Or search the Google Play store for BMW Group Technician Connect

- Login to the app using your DealerSpeed (migrated S-Gate) credentials

iOS Users:

Refer to the attached document to install / update the app from the BMW Dealer App Store.

Technical Support

For App login issues:

BMW Group Dealer Systems Help Desk:

- Phone Number: 800-877-8144
- Email address: DCSHelpDesk@bmwna.com

Please send all feedback to: Techconnect@bmwna.com

Supporting Materials

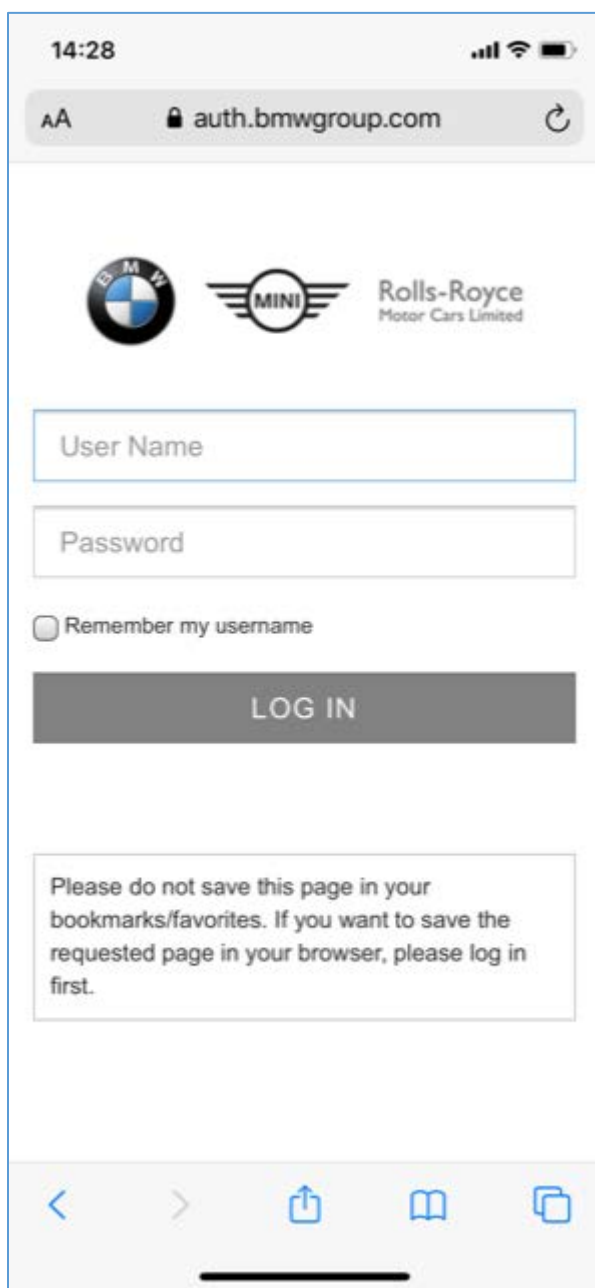
[picture_as_pdf M000520 Attachment1_V3.pdf](#)

BMW Group TechConnect App

iOS Technician Connect app install procedure.

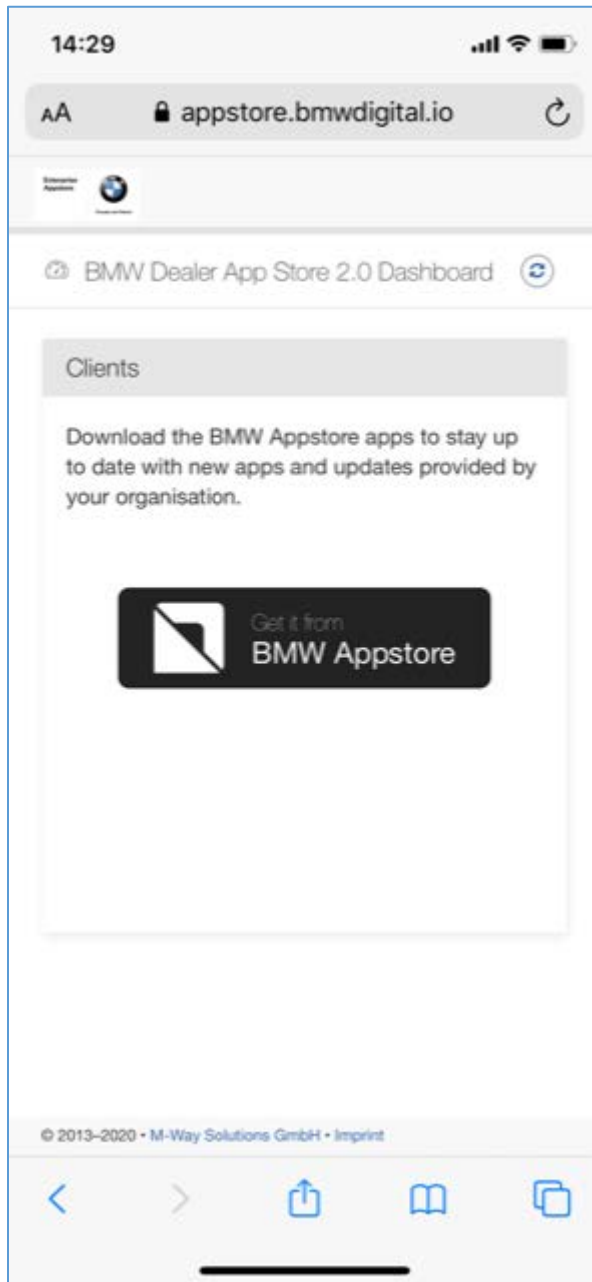
Due to restrictions imposed by Apple, the Tech Connect App is only available via the BMW Dealer APP store. The App can not be found in the public Apple store.

1. Go to: <https://appstore.bmwdigital.io>
2. Login with your S-Gate credentials. If you have not already done so, you must migrate your DealerSpeed account to an S-Gate account to proceed.

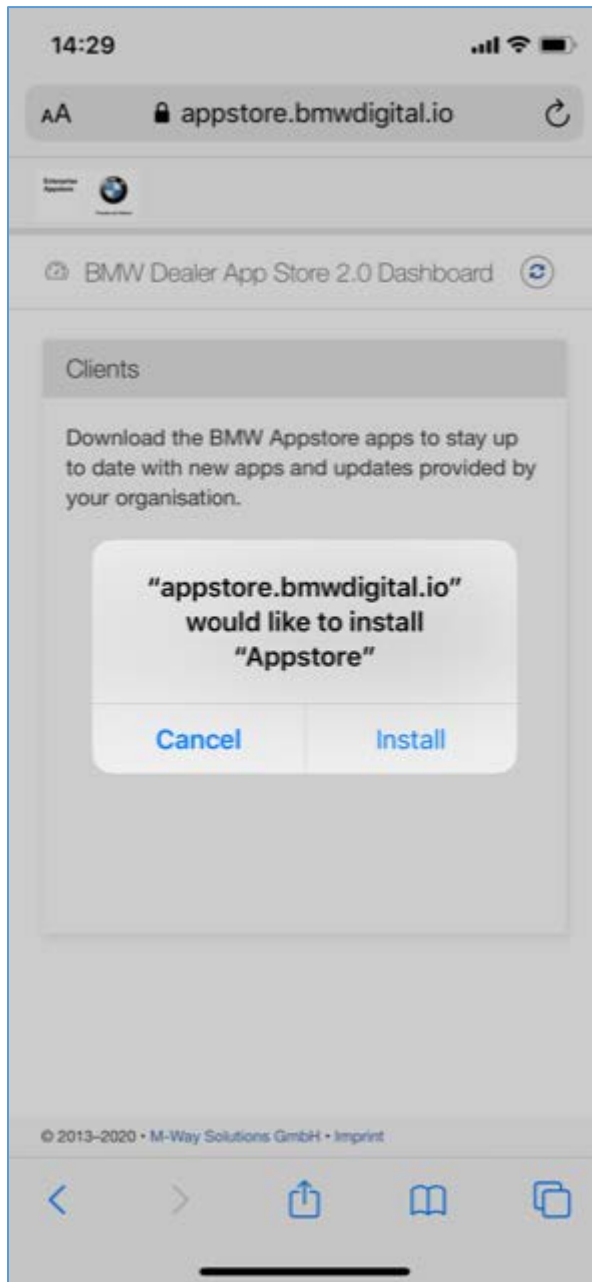


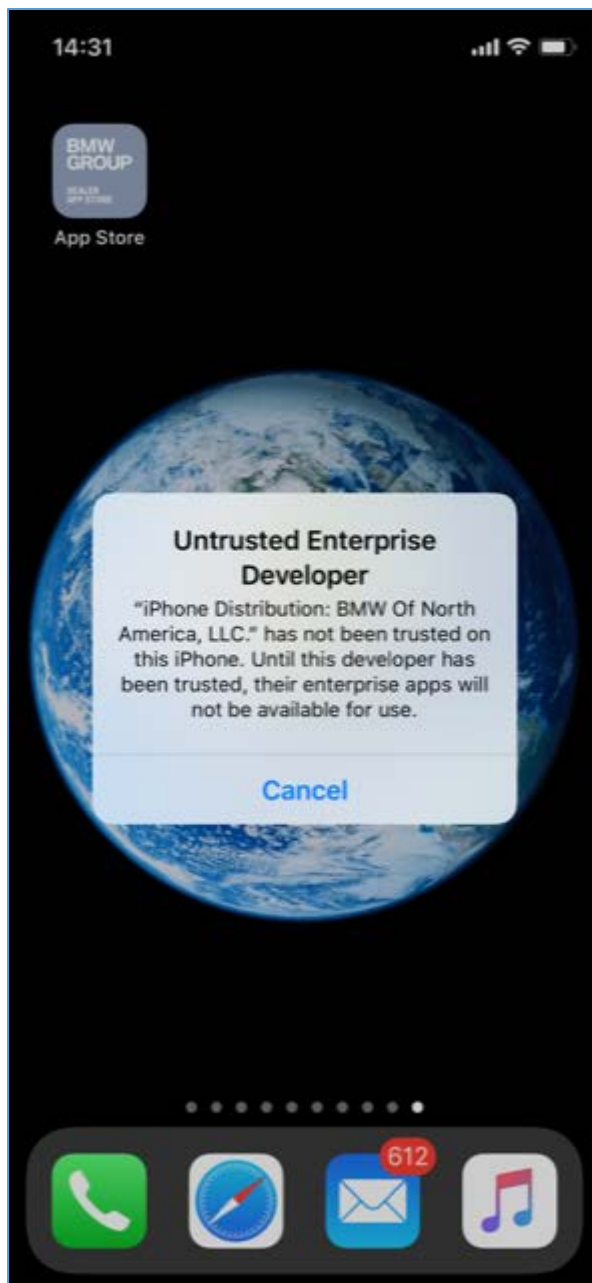
The screenshot shows a mobile browser interface with a status bar at the top displaying the time 14:28, signal strength, Wi-Fi, and battery icons. The address bar shows the URL 'auth.bmwgroup.com' with a lock icon and a refresh button. Below the address bar, the BMW, MINI, and Rolls-Royce Motor Cars Limited logos are displayed. The login form consists of two text input fields labeled 'User Name' and 'Password'. Below these fields is a checkbox labeled 'Remember my username'. A large grey button labeled 'LOG IN' is positioned below the checkbox. At the bottom of the form, there is a text box with the message: 'Please do not save this page in your bookmarks/favorites. If you want to save the requested page in your browser, please log in first.' The bottom of the screen shows the iOS navigation bar with back, forward, share, book, and tabs icons.

3. Once logged in you will be prompted to install the BMW Appstore app.
4. Click on the BMW Appstore logo/link.

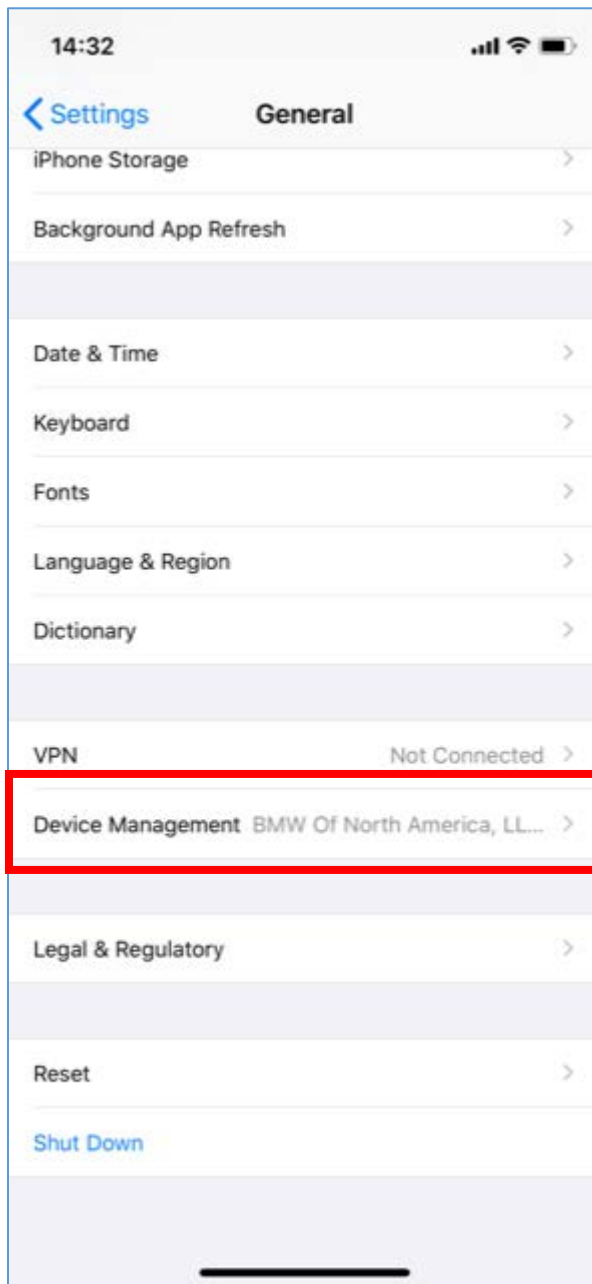


5. The install will start, and a popup alert will inform the user of a Untrusted Enterprise Developer.

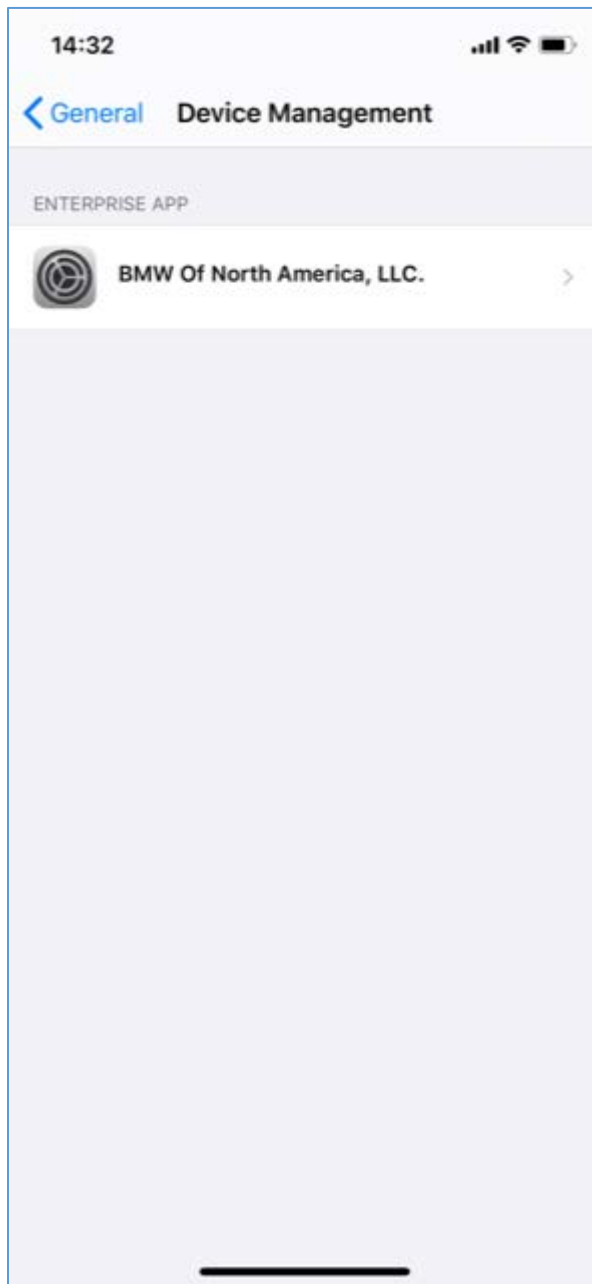




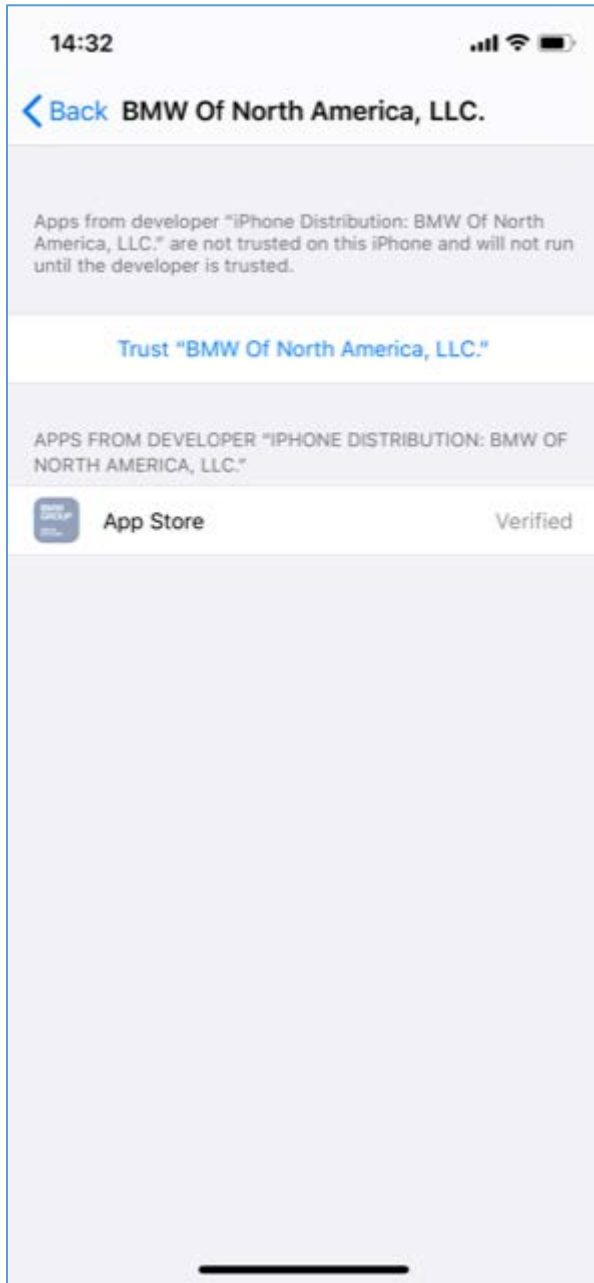
6. Go to iPhone Settings -> General -> Device Management



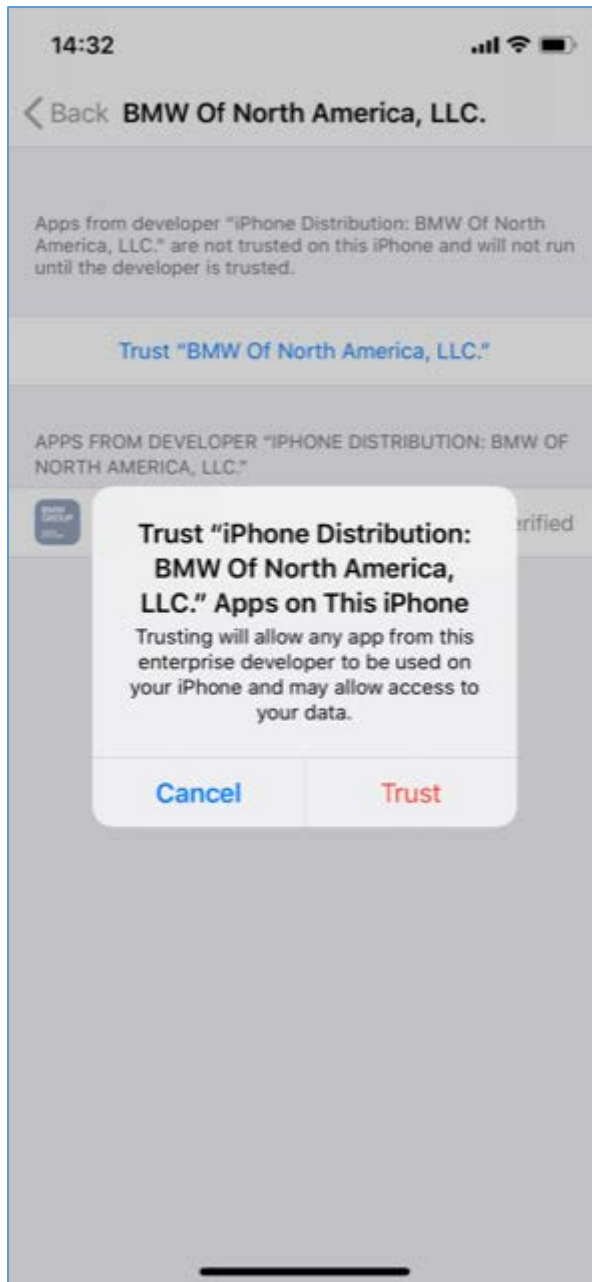
7. Under device management the ENTERPRISE APP will show as BMW Of North America, LLC



8. Click on the Enterprise App and click Trust "BMW Of North America, LLC."



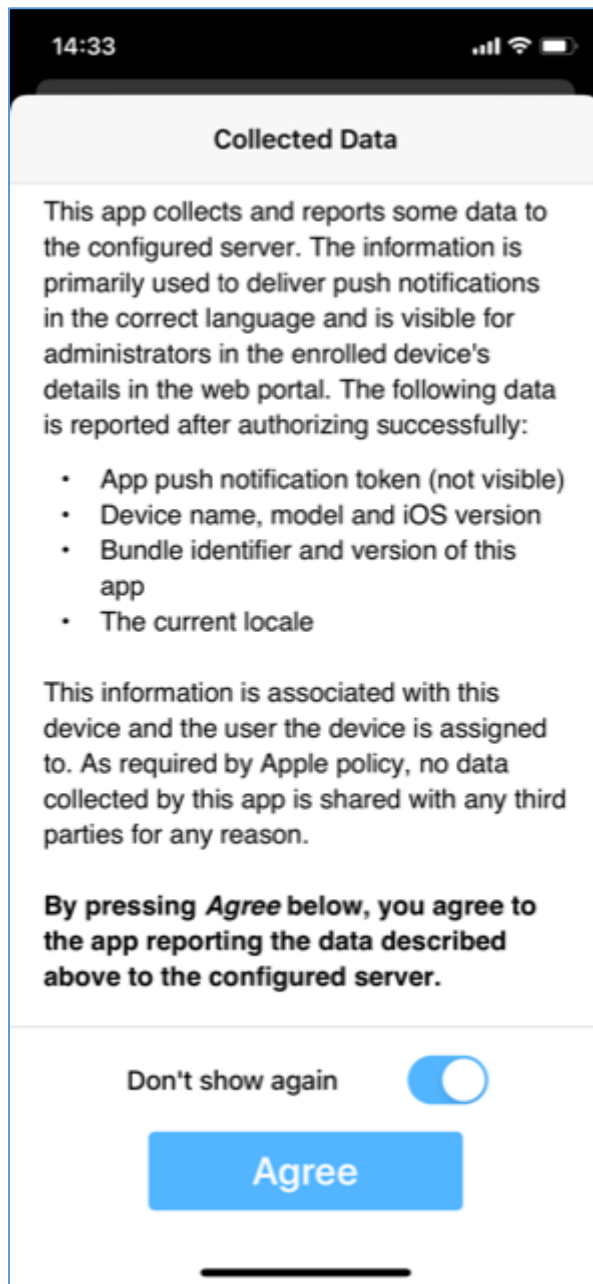
9. Confirm Trust on the Popup



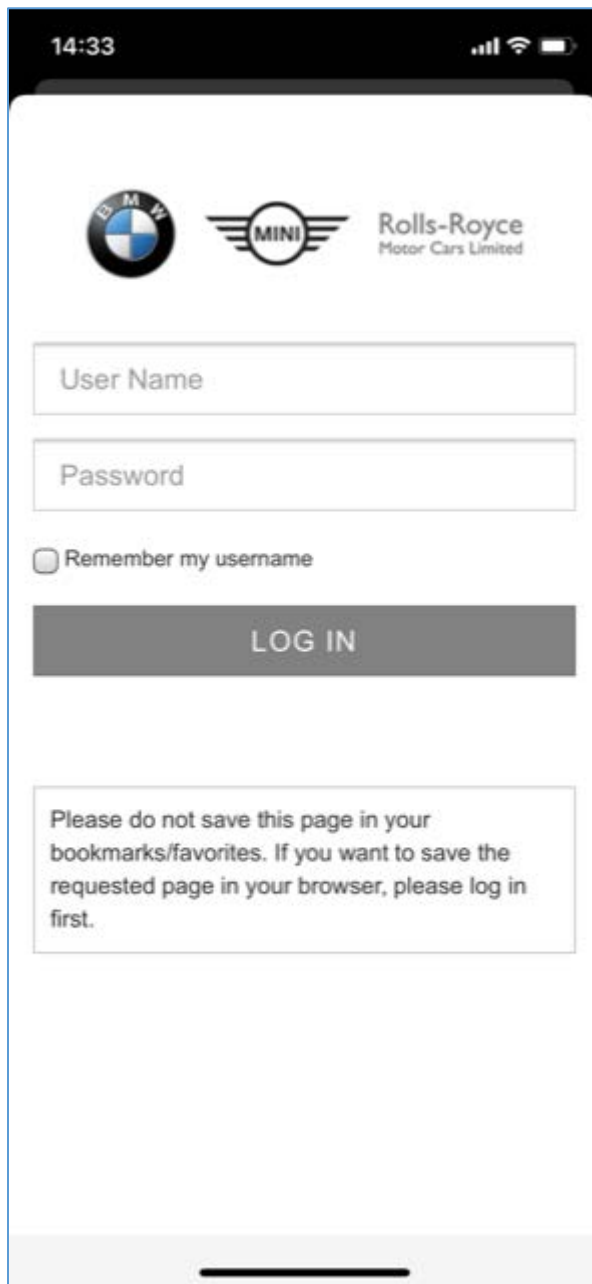
10. Locate the BMW Group Dealer Appstore app on the iPhone.



11. Once opened the user will be asked to Agree to certain collected data.



12. The S-Gate login screen will require another login.



14:33

  **Rolls-Royce**
Motor Cars Limited

User Name

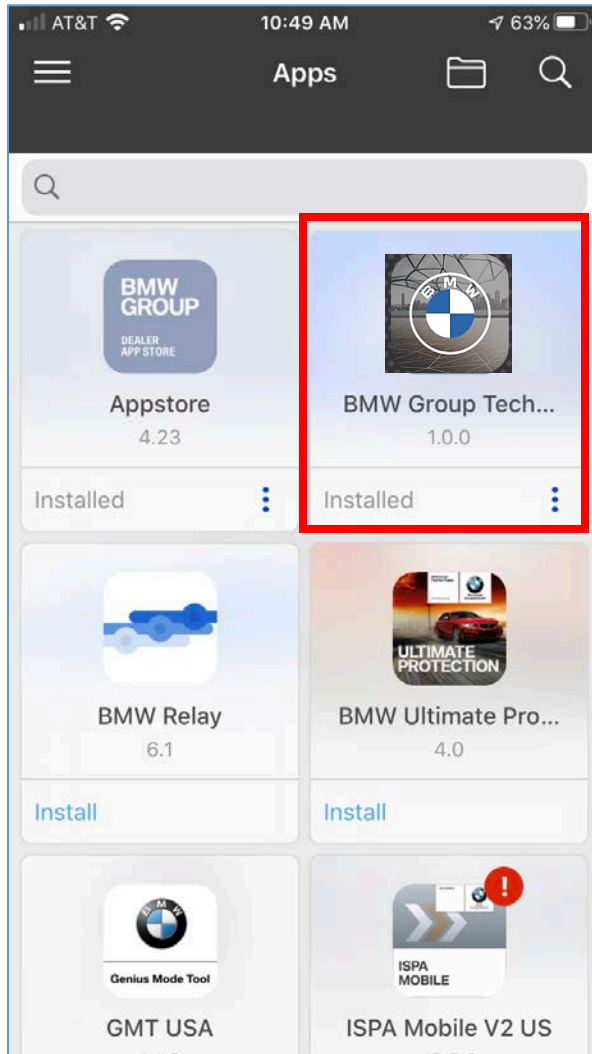
Password

☐ Remember my username

LOG IN

Please do not save this page in your bookmarks/favorites. If you want to save the requested page in your browser, please log in first.

13. A list of dealer apps will be displayed.



14. Click on BMW Group TechConnect app.

15. On the next screen click install.

16. BMW Group Technician Connect app will install now.

17. Once the app is installed you can login using your **DealerSpeed (Migrated S-Gate) credentials**.

App Support

For DealerSpeed account, or S-Gate migration issues:

BMW Group Dealer Systems Help Desk:

- Phone Number: 800-877-8144
- Email address: DCSHelpDesk@bmwna.com

For questions or feedback about App content please email us at TechnicalServiceCommunications@bmwna.com.